

FIG. 1

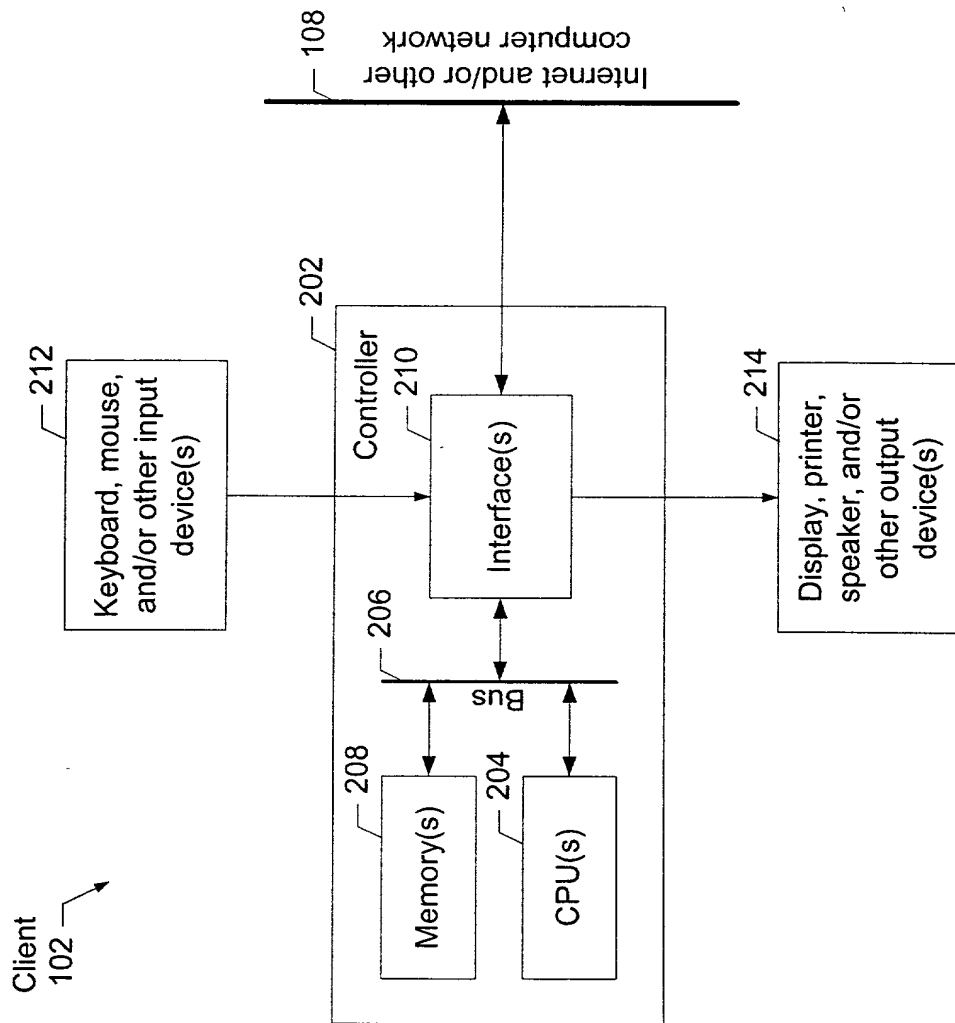


FIG. 2

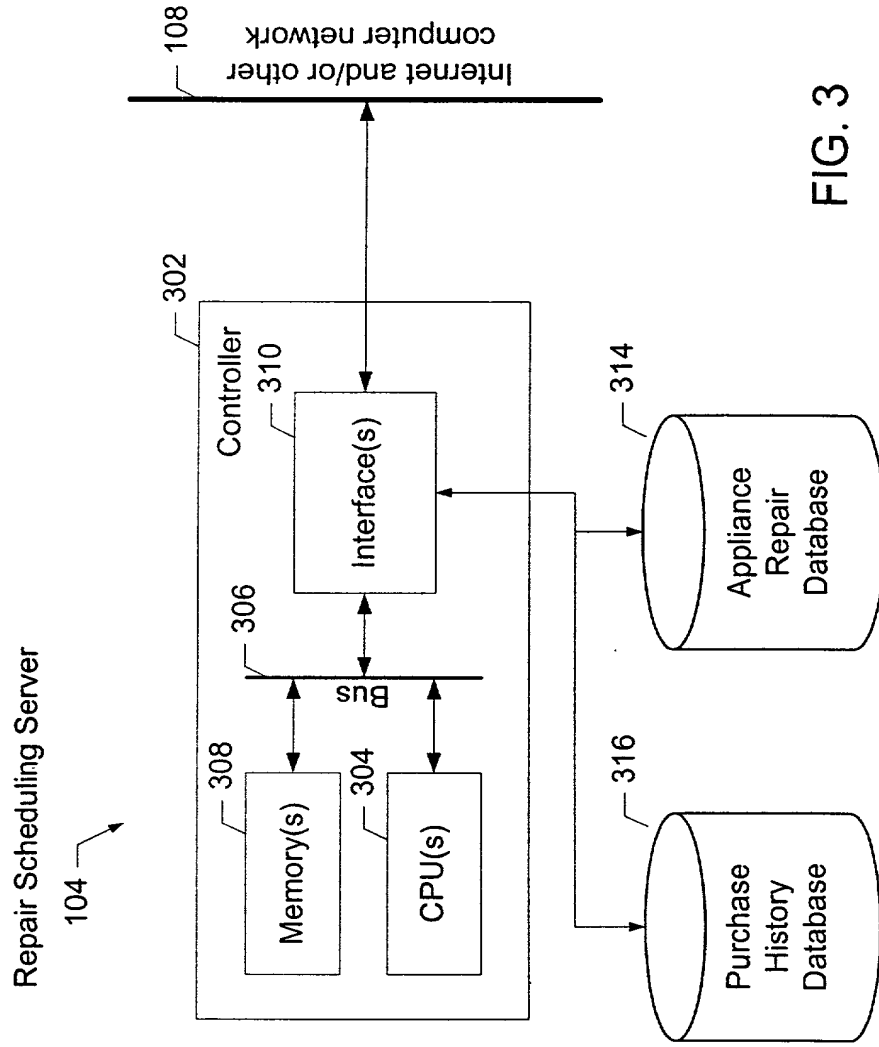


FIG. 3

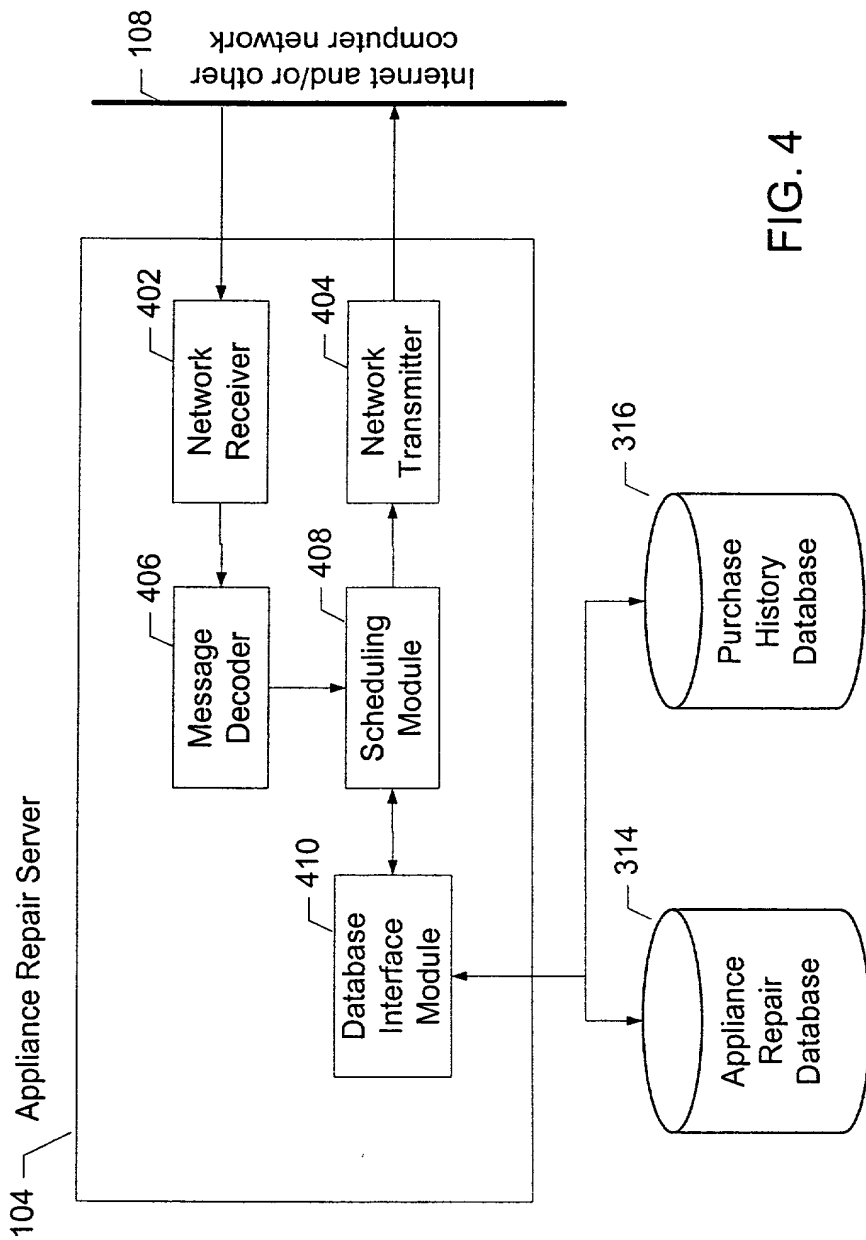
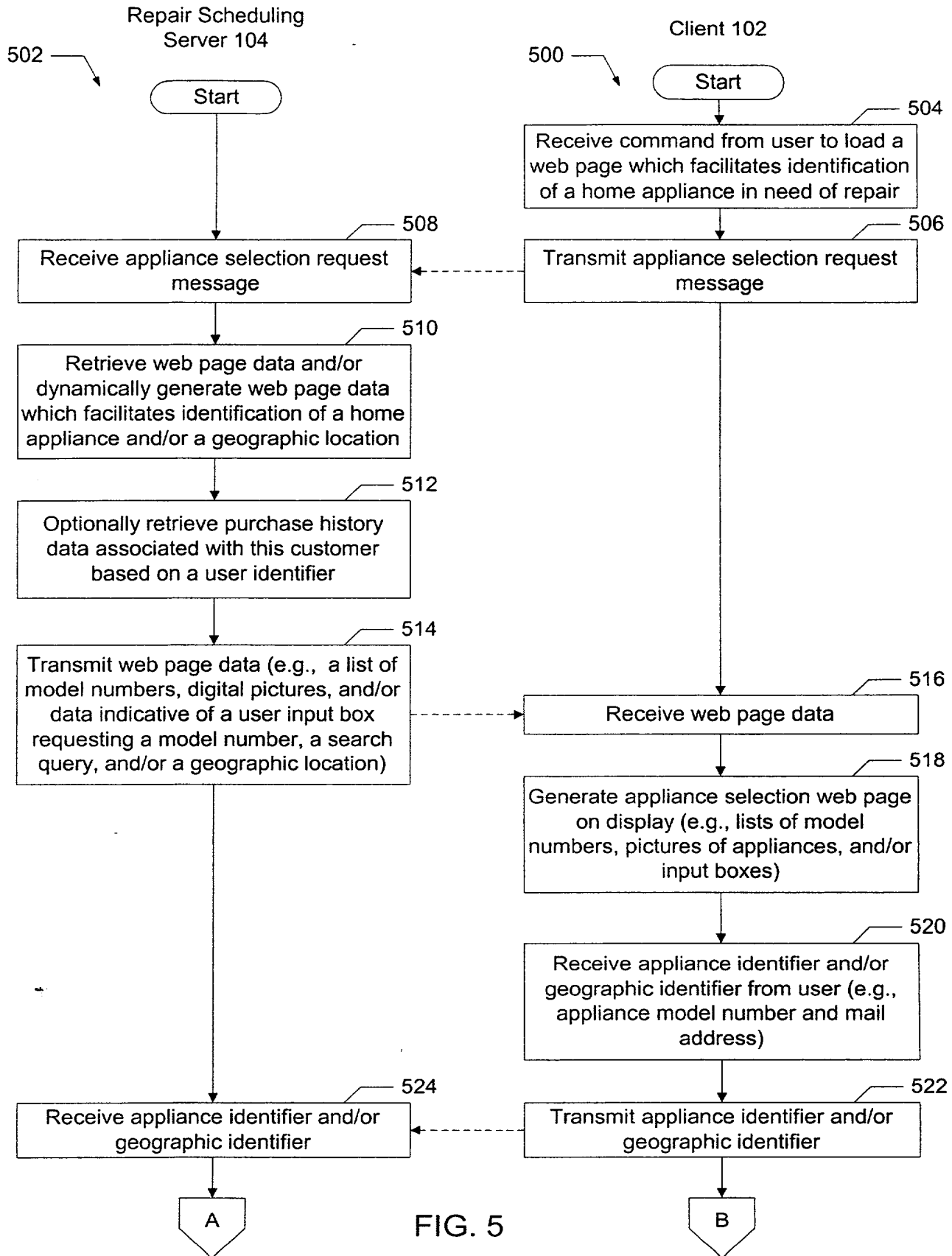


FIG. 4



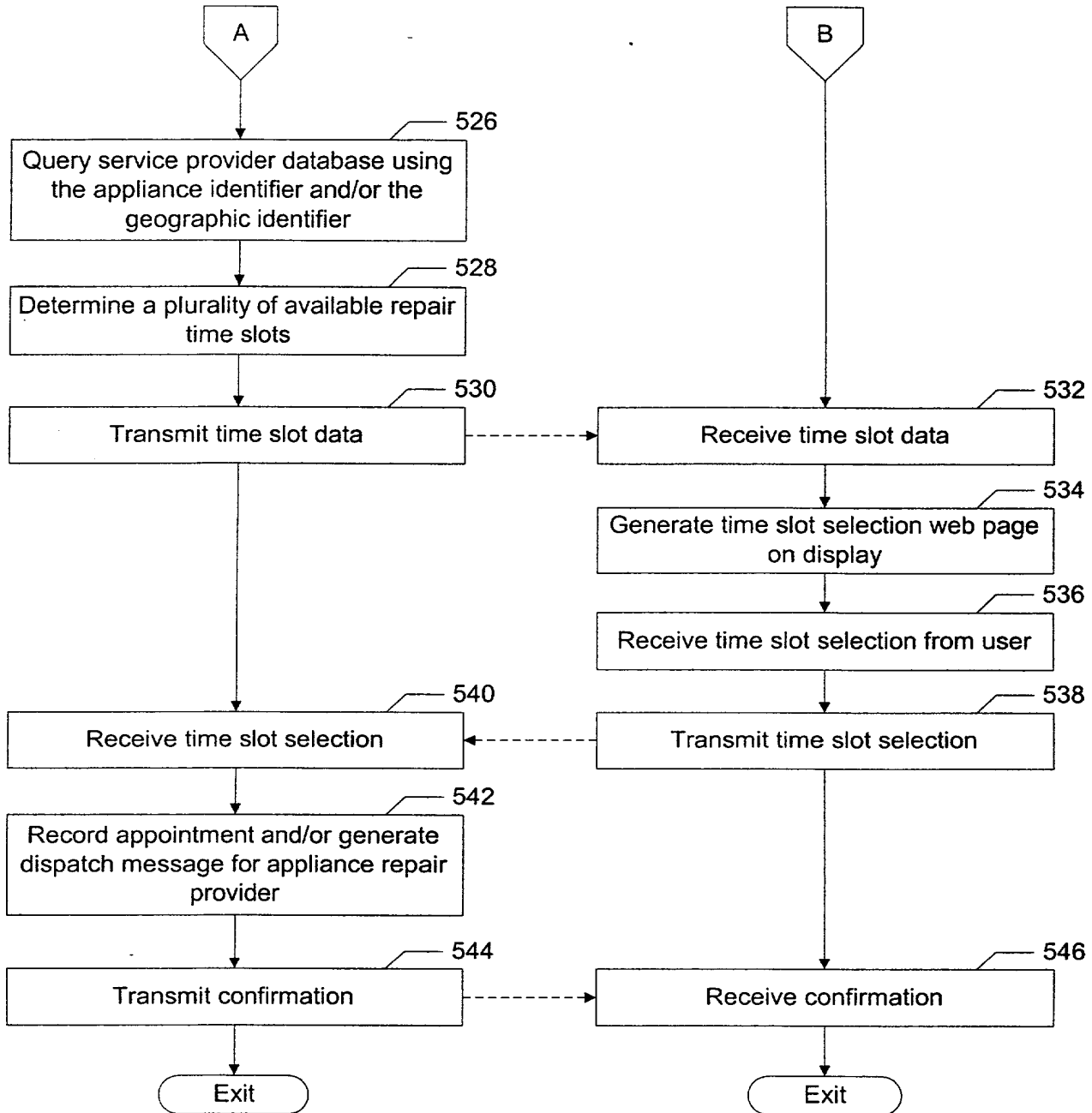


FIG. 6

sears.com

APPLIANCES

COMPUTERS

ELECTRONICS

HOME SERVICES

LAWN & GARDEN

WISHPRO

TOOLS

TOYS

MY ACCOUNT

VIEW CART

ORDER STATUS

CUSTOMER SERVICE

File Edit View Favorites Tools Help

Address  Address

Order Online or Toll Free

1-800-MY-SEARS

Shop by Categories

Appliances

BabyMe

Computers & Office

Electronics

Fitness

Gift Cards

Home Services

Lawn & Garden

Parts

School Uniforms


Tools

Wishbook

HOME SERVICES

APPLIANCE REPAIR | HOME IMPROVEMENTS | INTERIOR SERVICES | HEATING & COOLING | MAINTENANCE AGREEMENTS

One central source for a houseful of services

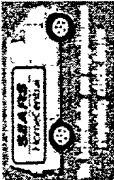


Call someone you know

1-800-4-MY-HOME

24 HOURS A DAY

7 DAYS A WEEK



License Information

© 2000 Sears, Roebuck and Co. All rights reserved.

FIG. 7

## To Schedule Repair Service or Preventive Maintenance

**For Home Appliances, Heating & Air Conditioning Systems  
and Riding Lawn Mowers**



1-800-4-MY-HOME®

**Follow these steps to schedule your appointment.**

**Step 1: Please enter information about the item you want serviced.**

Step 2: Review information and select a date for service.

**Step 3: Enter enter your name, address and directions to your home.**

**That's It!! You will receive a call before 9:00 AM on the day you scheduled to confirm an approximate time that our service technician will arrive.**

**If you need to cancel, re-schedule, or check status on service you have already placed, [click here](#).**

Having trouble? Please See Our Help Page, or click the  icons for specific field help

**TYPE ONE PLEASE TELL US ABOUT YOUR PRODUCT**

Items in bold must be filled in.

Item: Select Merchandise Item

Brand: 

Purchased at Sears? ☐ Yes ☐ No

Model Number: \_\_\_\_\_

For assistance, use our model number finder.

**Is item**



10000 FEB 2000

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please [See Our Help Page](#), or click the [? icons](#) for specific field help

**STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT**

Items in bold must be filled in.

**Item:**

**Brand:**

**Purchased at Sears?**

**Model Number:**

**Is item under a Sears Warranty or Maintenance Agreement?**

**What seems to be the problem with your item?**

**Zip Code:**

**PartsDirect**  
1-800-366-PART

[GO BACK](#) [CLEAR FORM](#) [NEXT STEP](#)

Questions or Comments, please contact our Webmaster.

©2000 Sears, Roebuck and Co. Satisfaction guaranteed or your money back.  
[View our Terms and Conditions](#), [Privacy Policy](#), and [Childrent's Privacy Policy](#).

Done Internet

FIG. 9

**Sears** Sears Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

---

**STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT**

Items In bold must be filled in.

Item:	Select Merchandise Item
Brand:	Select Merchandise Item Air Conditioner, Central Air Conditioner, Window/Room Boiler - Gas Boiler - Oil Cooler, Evaporative or Swamp Dehumidifier <b>Dishwasher</b> Dryer, Electric Dryer, Gas Freezer
Purchased at Sears?	
Model Number:	
Is item under a Sears Warranty or Maintenance Agreement?	
What seems to be the problem with your item?	Please indicate if you would like to schedule a Preventive Maintenance Check.
Zip Code:	

**GO BACK CLEAR FORM NEXT STEP**

**PartsDirect**  
1-800-366-PART

Questions or Comments, please contact our Webmaster.

©2000 Sears, Roebuck and Co. Satisfaction guaranteed or your money back.  
View our Terms and Conditions, Privacy Policy, and Children's Privacy Policy.

FIG. 10

10/20/2000 11:33:26

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

**STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT**

Items in bold must be filled in.

Item: Dishwasher

Brand: **Select Brand**

Purchased at Sears? **Select Brand**

Model Number: **Addison**

Is item under a Sears Warranty or Maintenance Agreement? **Admiral**

What seems to be the problem with your item? **Amana**

Zip Code: **Amer Furnace**

**GO BACK CLEAR FORM NEXT STEP**

Questions or Comments, please contact our Webmaster.

PartsDirect  
1-800-366-PART

©2000 Sears, Roebuck and Co. Satisfaction guaranteed or your money back.  
View our Terms and Conditions, Privacy Policy, and Children's Privacy Policy.

Internet

FIG. 11

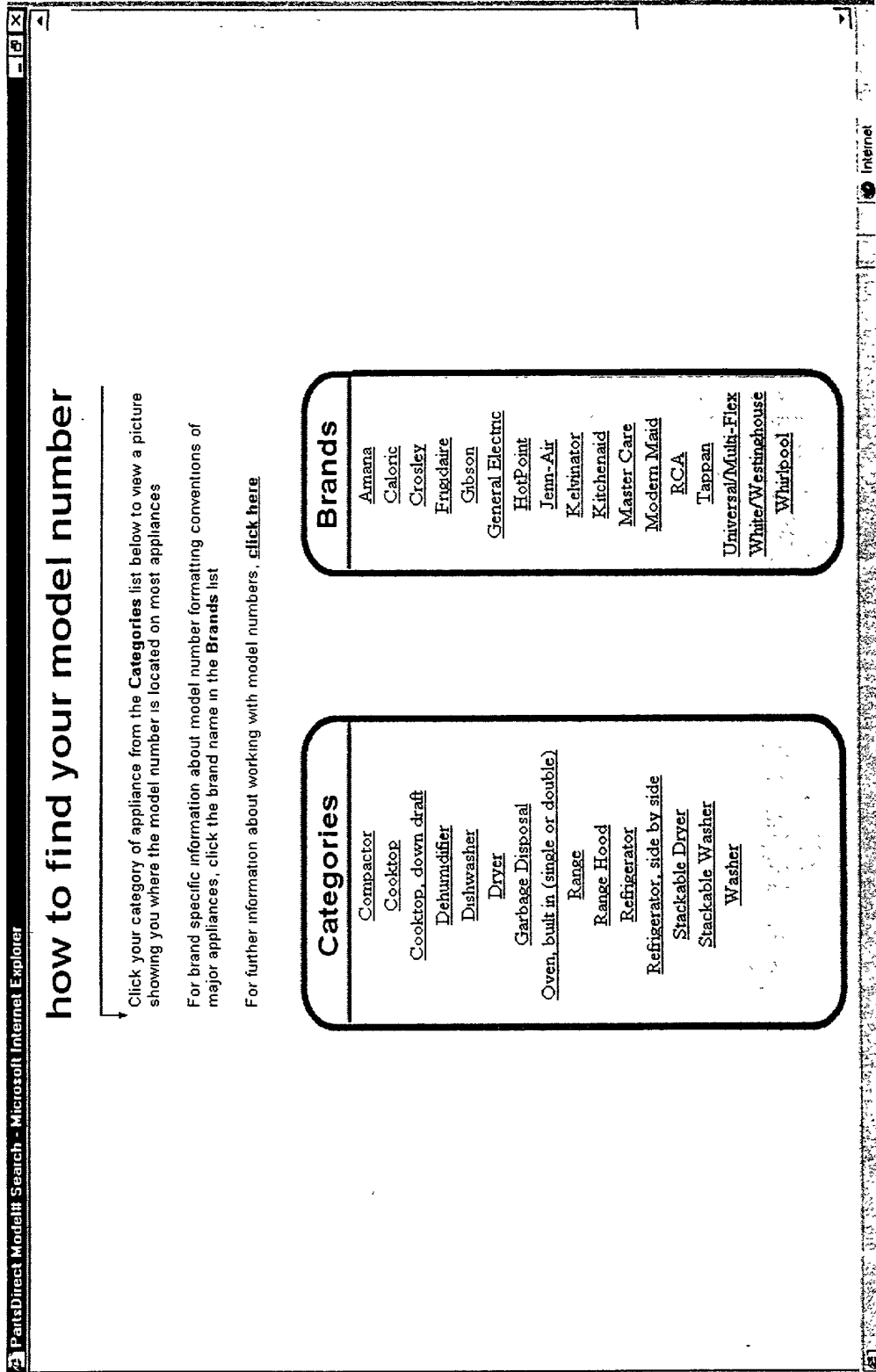


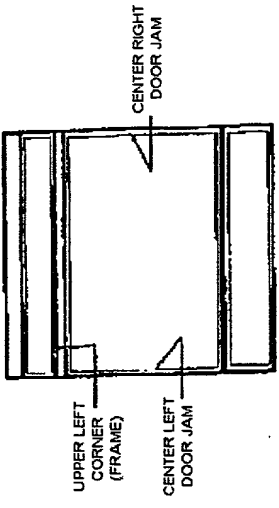
FIG. 12

PartsDirect Model# Search Results - Microsoft Internet Explorer

how to find your model number

Check these locations on your appliance to find your model number. If you are unable to find your model number call 1-800-366-PART (1-800-366-7278) between the hours of 6:00am to 11:00pm, Central Time, 7 days per week, to speak to a Sears parts professional

dishwasher



UPPER LEFT  
CORNER  
(FRAME)

CENTER LEFT  
DOOR JAM

CENTER RIGHT  
DOOR JAM

GO BACK

Done

Internet

FIG. 13

**Done**

Most model numbers should reflect the following numbering scheme.

Product	May proceed or follow "A"	Example Model Numbers	Further Conventions
Cooktop	K	AK2H30/P113546N	
Dehumidifier	DK	DK30	
Dishwasher	DC DU SC SU	DWA22AB/P1318601W ADU7000DWW/P1307508UD	
Dryer	LE LG LS	LE71001LB/PLEU101LB	An 'E' in one of the first three positions indicates the dryer is electric, a 'G' that it is gas-driven.
Freezer	ESU C	ESU12JW/P1179615W	
Microwave	C F M R	M84T	
Range	R G	AGS730L/P1141258NL	
Refrigerator	T B S	TX18MP7858516W	

**FIG. 14**

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

**STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT**

Items in bold must be filled in.

Item: Dishwasher

Brand: Amana

Purchased at Sears? Yes

Model Number: DWA22AB/P1318601W  
For assistance, use our model number finder.

Is item under a Sears Warranty or Maintenance Agreement? No Coverage

What seems to be the problem with your item? Leaking from the bottom  
Please indicate if you would like to schedule a preventive Maintenance Check.

Zip Code: 60067

GO BACK CLEAR FORM NEXT STEP

PartsDirect  
1-800-366-PART

Questions or Comments, please contact our Webmaster.

©2000 Sears, Roebuck and Co. Satisfaction guaranteed or your money back.  
View our Terms and Conditions, Privacy Policy, and Children's Privacy Policy.

Internet

FIG. 15

Sears: Appliance Repair Request - Microsoft Internet Explorer

SEARS

HomeCentral

1-800-4-MY-HOME®


Item to be repaired: Amana Dishwasher

Zip Code: 60067

For Repair Service: Our technician will review the repair costs with you before any work is done. If you decide not to have the unit repaired the charge will be \$60.00.


For Preventive Maintenance Checks: Should your appliance require any additional service, other than the Preventive Maintenance Check, our technician will review the additional repair cost with you before any work is done. If you decline to have the additional service completed, you will only be charged for the Preventive Maintenance.

You will receive a call before 9:00 AM on the day you schedule below to confirm an approximate time that our service technician will arrive.

Having trouble? Please [View Our Help Pages](#), or click the  icons for specific field help

**STEP TWO PLEASE TELL US ABOUT YOUR DESIRED DATE**

Items in bold must be filled in.

Date 	
Monday, January 29, 2001	<input type="checkbox"/>
Tuesday, January 30, 2001	<input type="checkbox"/>
Wednesday, January 31, 2001	<input type="checkbox"/>
Thursday, February 1, 2001	<input type="checkbox"/>
Friday, February 2, 2001	<input type="checkbox"/>
Saturday, February 3, 2001	<input type="checkbox"/>
Monday, February 5, 2001	<input type="checkbox"/>

Done

Internet

FIG. 16



Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP THREE PLEASE TELL US ABOUT YOURSELF

Items in bold must be filled in.

**First Name:**

**Middle Initial:**

**Last Name:**

**Address:**

**Apartment Number:**

**City:**

**State:**

**Zip Code:** 60067

**Home Phone Number:**

**Alternate Phone Number:**

**Major Cross Streets / Special Driving Instructions:**

**E-mail Address:**

GO BACK CLEAR FORM NEXT STEP

Done

FIG. 17

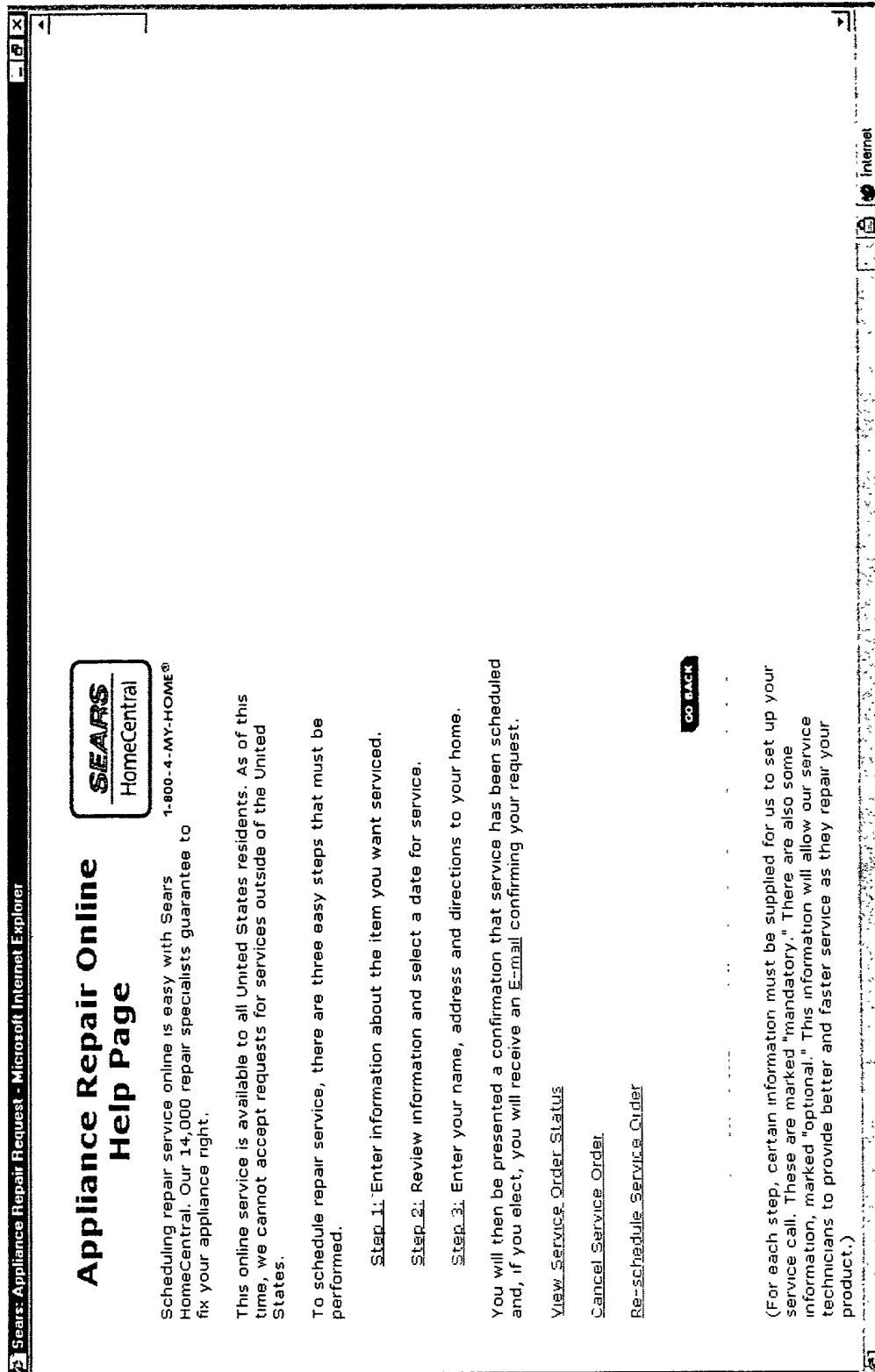


FIG. 18

 Internet

**Sears: Appliance Repair Request - Microsoft Internet Explorer**

**What seems to be the problem with your product? (Mandatory)**  
 - This information is used to give the technician a quick explanation as to what is wrong with the appliance. Some examples may be:  
 Leaking from the bottom.  
 Doesn't get cold enough.  
 Gasket around left door is torn.

**Zip Code (Mandatory)** - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located.

Once you have filled out the mandatory fields you may click one of the two buttons at the bottom to proceed.

**Next Step** - Allows us to retrieve minimum charges and available dates information for you.

**Clear Form** - Clears all entries back to default values.

**GO BACK**

**Step 2: Review Charges and Dates Information**  
 During step two (Page two) you will be presented the minimum charges and available dates that we may provide service on.

Once you review the minimum charge information, select the date that is most convenient for you so that we may continue processing your request.

**Please Select a Date (Mandatory)** - This box contains up to the next seven available dates which are dependent on technician availability. For Emergency service, please call 1-800-4MY-HOME (1-800-449-4663). If you desire service on a date after the last day presented, please call 1-800-4MY-HOME (1-800-469-4663) or visit our site approximately one week in advance of the day you desire.

**Preferred Service Time (Optional)** - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

Internet

FIG. 20
























Sears: Appliance Repair Request - Microsoft Internet Explorer

**Street Address (Mandatory)** - This field is the address where the appliance to be repaired is located. Generally the format is:

- o 1234 Anywhere Avenue
- o We cannot accept requests for PO boxes.

**Apartment Number** - If you live in an apartment please enter the apartment number, otherwise, leave blank.

**City (Mandatory)** - Enter the city which corresponds to the zip code entered in step one.

**State (Mandatory)** - Select from the drop down list the state that corresponds to the zip code entered in step one.

**Zip Code** - This label is the information you entered in step 1.

**Phone Number (Mandatory)** - This 10 digit field is your primary phone. We reference all future correspondence through this number.

- o The format is: (123) 456-7890
- o We cannot electronically accept extensions.

**Alternate Phone Number** - If you have an alternate phone number where you can be contacted, please enter this optional 10 digit phone number.

- o The format is: (123) 456-7890
- o We cannot electronically accept extensions.

**Cross Streets** - This provides our technicians with driving directions. If you live on a Rural Route, this mandatory field must be entered with the closest cross street. If you do not live on a rural route this field is optional.

**E-mail Address** - If you would like an E-mail sent to you confirming your request was made, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

After you have made your selections, please click one of the two buttons below to continue.

**Next Step** - Will continue to present a recap screen.

Internet

FIG. 22

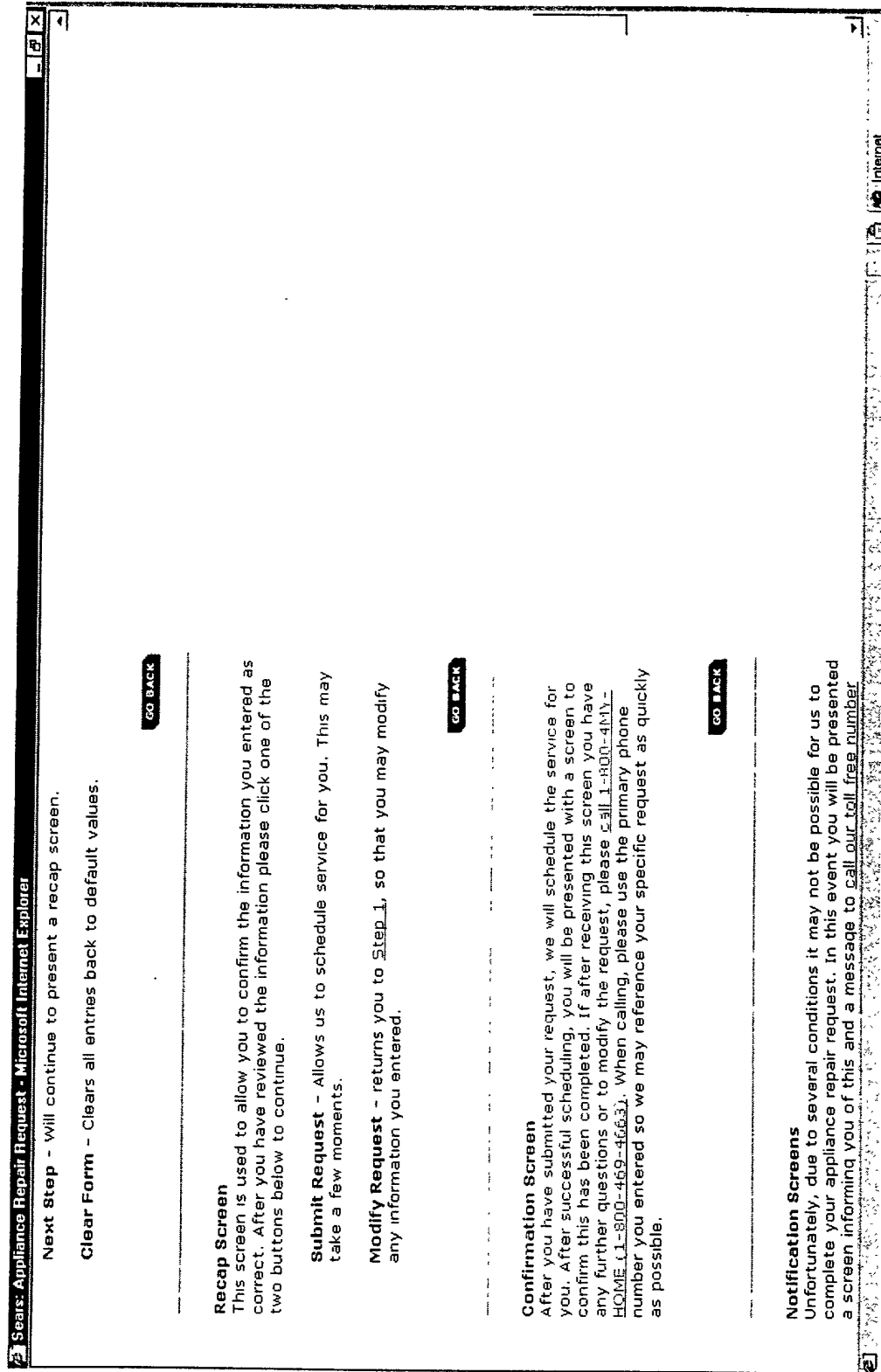


FIG. 23

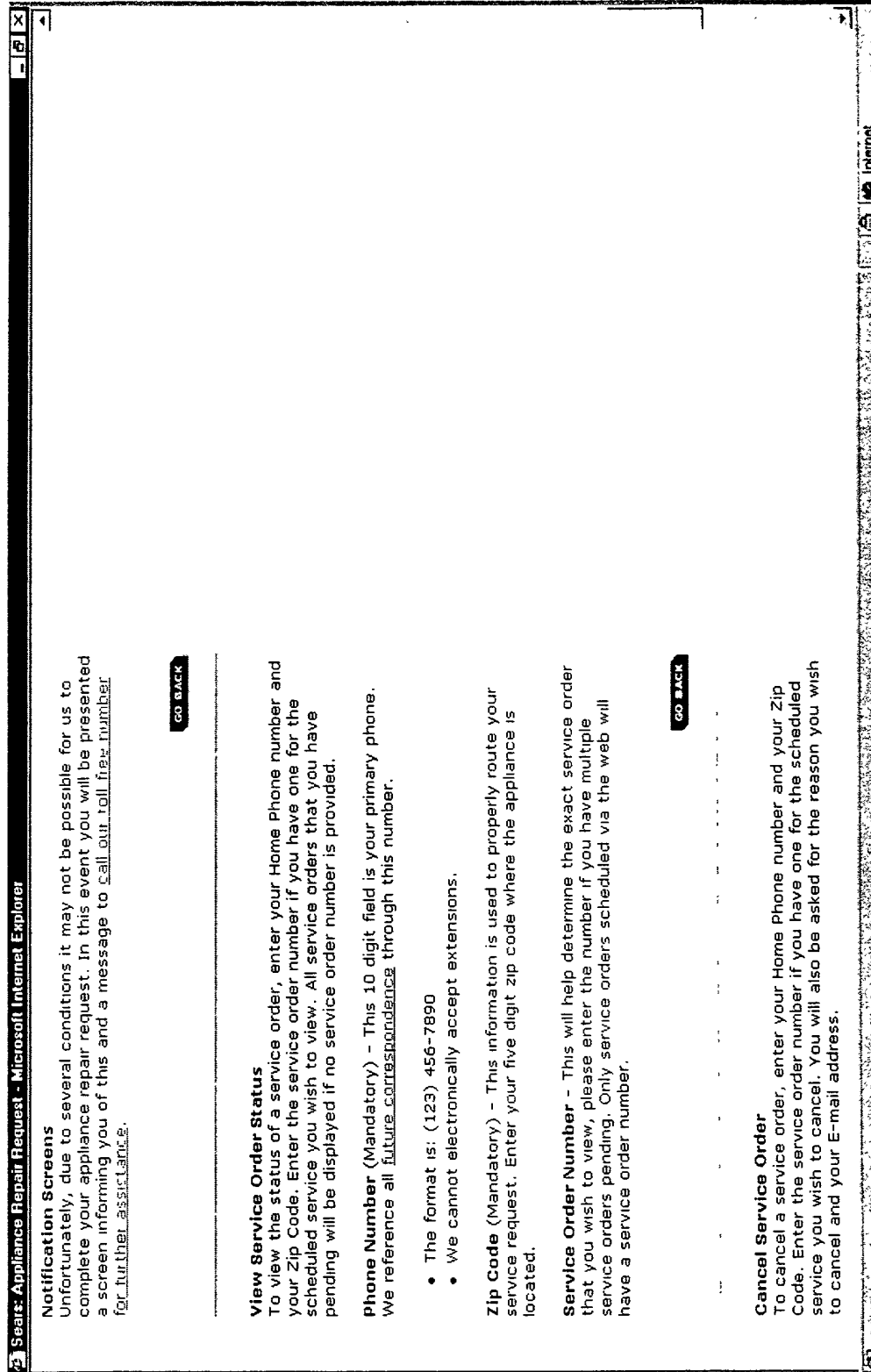


FIG. 24



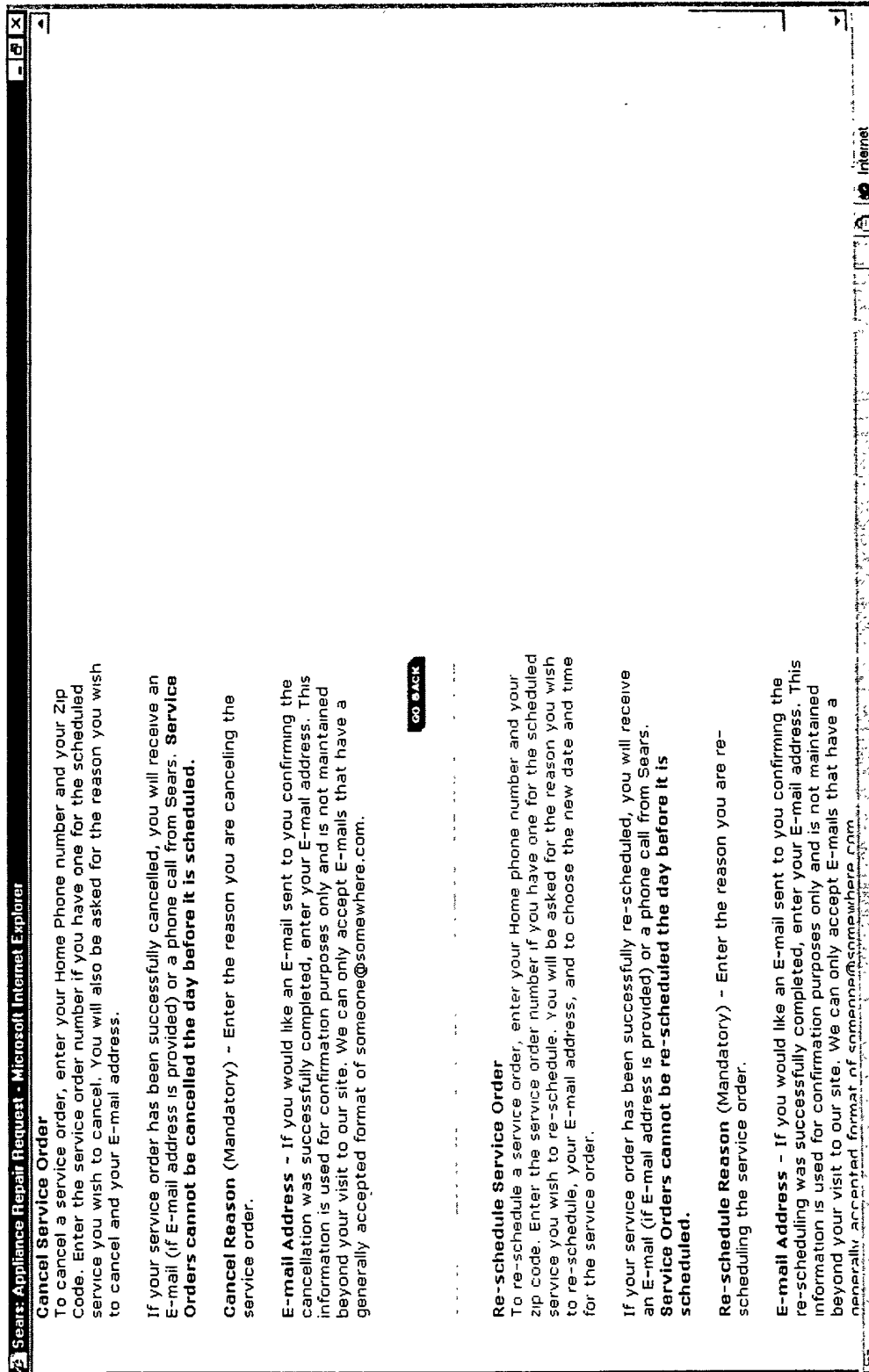


FIG. 25

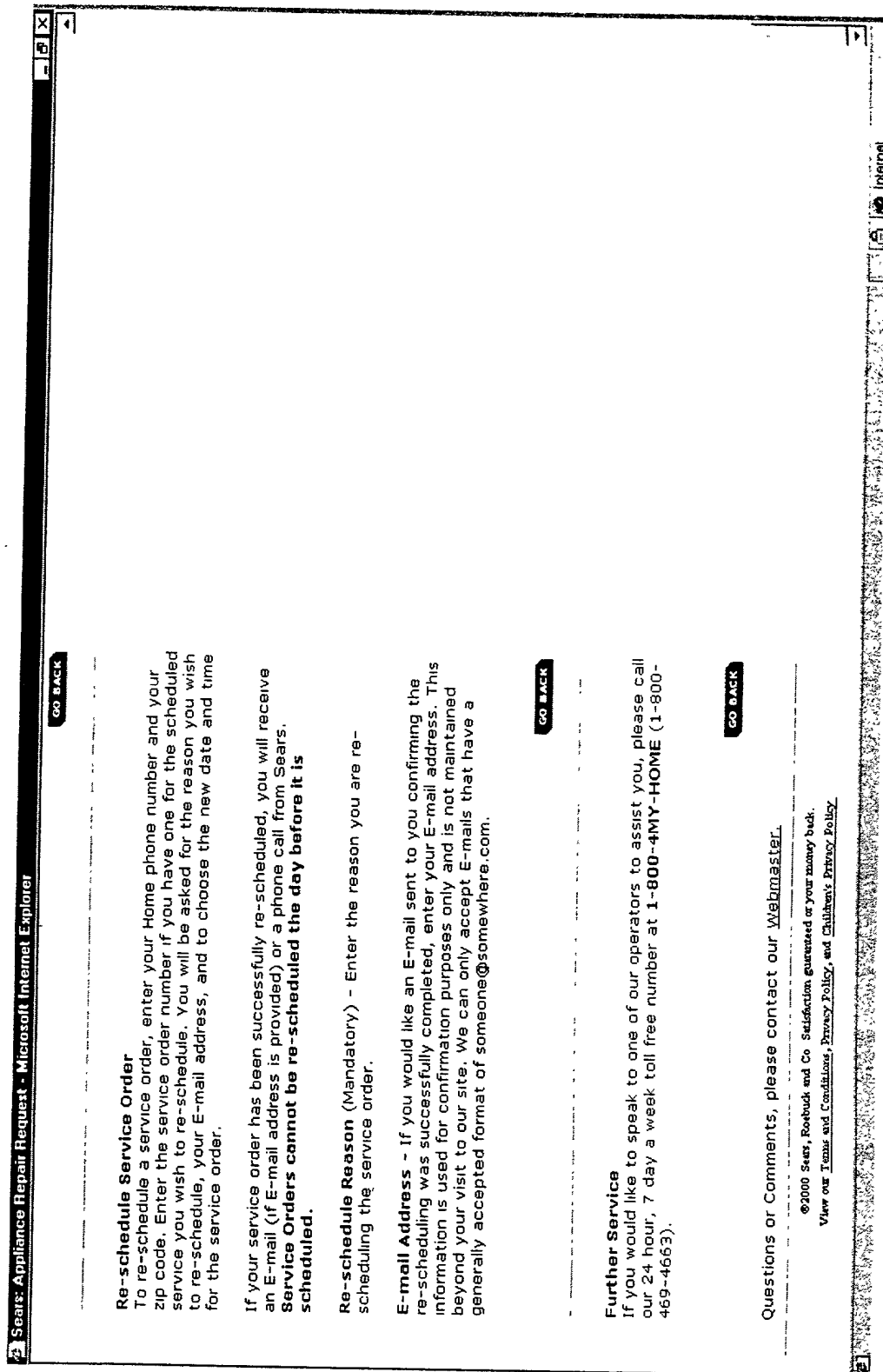


FIG. 26